

IA Health Link: Legislative Resource Guide

Effective July 1, 2019, Amerigroup Iowa and Iowa Total Care are the Managed Care Organizations (MCOs) serving the IA Health Link and Hawki programs. All members in the IA Health Link and Hawki programs are in an Open Choice Period through September 30, 2019. Members may change their MCO for any reason during this time. After this time, members may change their MCO for reasons of 'good cause.'

CONSTITUENT RESOURCES

Medicaid Member Services:

Helps members with Medicaid benefits questions, MCO enrollment and offers choice counseling to assist members in learning more about health coverage offered through the MCOs.

Iowa Medicaid Member Services

Toll Free: **1-800-338-8366**

Local: **515-256-4606**

Website: www.IAHealthLink.gov

Email: IMEMemberServices@dhs.state.ia.us

Managed Care Organizations (MCOs):

Offer health coverage to most Medicaid members and work directly with them regarding their coverage.

Amerigroup Iowa, Inc.

Phone: 1-800-600-4441

Web: www.myamerigroup.com/IA

Iowa Total Care

Phone: 1-833-404-1061

Web: www.iowatotalcare.com

MEDICAID PROVIDER RESOURCES

Iowa Medicaid Providers Services: Enrolls providers with Iowa Medicaid and can assist with eligibility questions, MCO questions and support with Iowa Medicaid coverage. Providers must also contract with the MCOs to be reimbursed for the services they provide.

Toll Free: **1-800-338-7909**

Local: **515-256-4609**

Email: IMEProviderServices@dhs.state.ia.us

Amerigroup Providers Services:

Email: iowamedicaid@amerigroup.com

Phone: 1-800-454-3730

Website: <https://providers.amerigroup.com/ia>

Iowa Total Care Providers Services:

Phone: 1-833-404-1061

Website: www.iowatotalcare.com

LEGISLATIVE RESOURCES

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